

Missouri Recommended Guide for VoIP Deployment

- 1) A county has option to use wireless ESN, or VoIP ESN, or Existing landline ESNs for its VoIP call boundary-routing:
 - a. The VoIP implementation should be determined on a county-wide basis. The method determined will be used by all the PSAPs in a county.
 - b. If existing landline ESNs are used, the submission of shape files is required.
 - c. In the event that existing landline ESNs are utilized, accurate information for those ESNs will be provided by the PSAP, including emergency responder information.
 - d. On the basis of available technology, if a county uses a wireless or single landline VoIP ESN for initial deployment, that county may reserve the right to switch within a 24-month period to the use of existing landline ESNs at no cost to the county.
 - e. If shape files are provided, the VoIP provider will:
 - i. Be responsible for any costs related to the maintenance of those files
 - ii. Be responsible for a system of updates to those files
 - iii. Enter into NDA agreements as needed by the local units of governments to protect proprietary information
 - iv. Continue to use the existing landline MSAG for address verification
- 2) 9-1-1 delivered through the native 9-1-1 network for all PSAPs – PSAPs are not required to make upgrades to their existing systems, this includes CPE, trunks from the router to the PSAPs, and computer aided dispatch systems (CAD).
- 3) MSAG validation for VoIP 9-1-1 is required. Address verification of the VPC will include the use of the Master Street Address Guide (MSAG) as developed and maintained by the PSAP for which the calls are being routed to.
- 4) Customer database and locations must be available to the PSAPs immediately upon service to a business or individual. This information will also be placed in the 9-1-1 ALI database within one (1) business day.
- 5) Maintenance of the database must be addressed within a time frame contracted by the PSAP but not more than one (1) business day after the receipt of an error report.
- 6) Deployment testing schedule. A schedule for testing each PSAP within a county will be coordinated between the VoIP provider (or their VPC) and the county 9-1-1 coordinator or designee.
- 7) Trouble reporting system must be put in place prior to deployment
 - a. Single point of contact for each VPC provider serving VoIP providers is to be provided to the PSAP.
 - b. Network operations center (NOC) 24x7 number provided to PSAPs
 - c. The trouble reporting system must contain clear and succinct instructions for PSAP personnel.